

SOUTH PLACER MUNICIPAL UTILITY DISTRICT POLICIES

Policy Name:	3170 – CREDIT CARD TRANSACTION CHARGES		
Approval Authority:	SPMUD BOARD OF DIRECTORS	Adopted:	06/07/18
Resolution No.	18-14, 21-06	Revised:	02/04/21

PURPOSE

The purpose of this policy is to establish criteria for the assessment of credit or debit card transactional charges.

POLICY STATEMENT

Section 1: General

The District allows payment by both credit and debit cards. Use of the credit or debit cards can be transacted over the counter, online, over the phone, and by preauthorized automatic payment (auto-pay). To encourage bill payment by credit or debit cards, the District has decided to absorb the cost of the convenience fees charged by the banking industry for Monthly Service Charges paid by credit/debit card transactions. A 2.5% convenience fee will be assessed on all other credit/debit payments.

Section 2: Justification

- A. The District desires to provide its customers a full range of payment type options to make it simple and convenient for customers to pay their monthly bills on time.
- B. By encouraging autopay and online payments by credit or debit cards, the District is automating repetitive monthly processes away from traditionally manual tasks. These automations significantly improve efficiencies and offset labor costs which reduce the need for additional staff in the Administrative Services Department.
- C. The convenience fee on non-monthly charges reimburses the District for out-of-pocket costs from processing credit card transactions.